

**STAFF SERVICES MANAGER I (SPECIALIST)**  
**DEPARTMENT OF SOCIAL SERVICES**  
**HUMAN RESOURCE SERVICES BRANCH**  
**PERSONNEL BUREAU**

**STATEMENT OF QUALIFICATIONS INSTRUCTIONS**

Interested candidates must submit a State Application, resume, and a Statement of Qualifications (SOQ). Applications received without the SOQ will not be considered.

The SOQ must address your experience and qualifications as they relate specifically to the Desired Experience/Qualifications listed below. You must provide specific examples. A notation or reference to other materials such as resumes or the application will not be considered. The SOQ should be in narrative form, no more than three (3) pages in length, with a font size no smaller than 10 point. Candidates will be rated on the content of their statements as well as their written communication skills. The content of the SOQ should provide the hiring manager with sufficient details to demonstrate your ability to serve as a Staff Services Manager I (Specialist) in the Personnel Bureau.

Please note that the information is subject to verification. For each of the topic areas discussed in the SOQ, please include 1) places of employment; 2) pertinent dates; and 3) the names and phone numbers of supervisors and/or managers who are knowledgeable of your work and may be contacted for verification.

Desired Experience/Qualifications

- Experience establishing CEA and Exempt positions as well as a working knowledge of the CEA and Exempt appointment and termination processes, including determining reinstatement rights
- Working knowledge of the State's civil service system, including classification and pay, exams, and employee discipline
- Working knowledge of the role of civil service control agencies and experience with interpretation of applicable laws, regulations, and policies
- Experience writing classification proposals and human resources policies and procedures
- Experience writing complex disciplinary actions
- Demonstrated ability to develop collaborative, cooperative relationships with peers and higher level management and customers
- Demonstrated ability to provide training and organizational consultation and coaching to staff and executive level management
- Demonstrated communication, planning, and problem-solving skills
- Demonstrated experience working in a team environment

Submit your application, resume, and SOQ by June 17, 2010, to:

Department of Social Services  
Human Resource Services Branch  
Personnel Bureau  
Attention: Maria Waters  
744 P Street, MS 8-15-58  
Sacramento, CA 95814

May 2010

**DEPARTMENT OF SOCIAL SERVICES  
HUMAN RESOURCE SERVICES BRANCH  
DUTY STATEMENT**

JOB TITLE: Staff Services Manager I (Specialist)  
POSITION NUMBER: 800-691-4800-xxx  
LOCATION: Sacramento

Under the general direction of the Personnel Officer, the SSM I (Specialist) position is responsible for all aspects of the Career Executive Assignments and Exempt positions for the California Department of Social Services (CDSS) and the Health and Human Services Agency. The position will function as a non-supervisory leadership role as a high level consultant in all aspects of Classification and Pay and other Personnel issues. The incumbent will serve as the HRSB's project lead on various classification and Personnel projects, act as the classification expert to develop the most complex and sensitive classification packages and will act independently and represent the HRSB Branch at high level meetings as well as at the State Personnel Board and Department of Personnel Administration.

**Specific Job Assignments**

- 35%** Responsible for all aspects of the CEA and Exempt positions, appointments, changes, and terminations within CDSS and CHHSA. Meets with Executive Staff and Agency Executives to provide consultation services and makes recommendations and implements solutions to all areas of Personnel Management; creates and prepares justification packages for new or changes to existing CEA/Exempt positions and levels. Maintains the CEA/Exempt data base for Executive staff and DPA.
  
- 30%** Develops, creates and maintains CDSS Personnel policies and procedures to ensure compliance with the laws and rules established by SPB and DPA, as well as state and Federal laws and rules pertaining to human resource management. Leads task force teams in developing and implementing new statewide Personnel policies and procedures and conducts efficiency studies for continuous process improvement for a variety of service areas provided by HRSB. Directs other Human Resource Managers and program managers in process efficiencies. Serves as the Department's lead on layoffs and employee placement problems in the Department. Provides training and technical expertise to HRSB managers, staff, as well as program managers throughout the Department on various Personnel related policies and procedures. Serves as the subject matter expert and participates and represents the Department at SPB, DPA, and other control agency task force meetings. Develops and maintains policies and procedures on HRSB's intranet and internet site based on management's and customer's needs.

- 20%** As the classification expert, reviews and approves the most sensitive and complex classification and pay requests. Researches, develops, and drafts new job classification proposals (including preparation of SPB board items and revisions to class specifications), revises and modifies existing class specifications as necessary. Researches and develops pay differentials. Develops, monitors, modifies or revises departmental position allocation guidelines as necessary.
- 10%** Coordinates and responds to Public Record Act requests and discovery requests assigned to HRSB by working with Legal, Agency, programs and other units within HRSB. Writes the most complex memorandums and letters regarding a variety of policies, procedures and responses to complex issues to Agency, Executive Staff, Supervisors and above and all staff. Prepares the most complex disciplinary actions.
- 5%** Takes the lead on special projects as assigned by the Personnel Officer or HRSB Chief. Prepares project timelines and action plans and coordinates and directs work among participating HRSB and/or program units. Reviews work products and monitors adherence to plans and timelines; provides progress reports and conducts presentations on projects as needed.

**A. Supervision Received**

This position reports directly to the Personnel Officer. The incumbent receives general direction and acts with a great deal of independence.

**B. Supervision Exercised**

This position does not supervise staff, but serves as a coordinating role with several managers and staff within the Branch. The incumbent will be responsible for leading various task force teams consisting of internal and external staff and managers.

**C. Administrative Responsibility**

This position will have responsibility for developing and maintaining various policies and procedures for HRSB as well as maintaining the information on the Department's intranet and internet sites.

**D. Personal Contacts**

The SSM I Specialist will have frequent contact with Executive staff, high level managers throughout the Department and Agency, staff and managers within HRSB and control agencies.

**E. Action and Consequences**

Failure to provide sound, high level technical knowledge to Agency and Executive staff can result in ill-advised decisions by top level staff in regards to their organizational structures and levels. Failure to develop and maintain personnel policies and procedures can also lead to loss of delegation from control agencies. Lack of trained staff and proper adherence to personnel laws and rules can result in a loss of delegation as well as illegal appointments, potential law suits and grievances.

**F. Other Information**

The incumbent will serve as the Department's subject matter expert to Executive Staff in all areas of classification and pay. This will necessitate a much broader level of knowledge than an Associate Personnel Analyst.